

MEASURING OUR

Progress

**WASHINGTON STATE'S
Workforce
Development
System**

September 2003

Measuring Our Progress

Washington State's workforce development system is a network of services, programs, and investments with shared goals covering the skills of the state's workforce, productivity, employment, earnings, and customer satisfaction.

The Workforce Training and Education Coordinating Board, in conjunction with the programs of the workforce development system, established a performance management system with two purposes in mind—to identify desired outcomes for workforce development and to measure progress toward those outcomes.

The outcomes focus on the difference workforce development makes in the lives of program participants, their families, and their communities. They are not static targets, but conditions that should be increasingly true.

- **Competencies:** Washington's workforce possesses the skills and abilities required in the workplace.
- **Employment:** Washington's workforce finds employment opportunities.
- **Earnings:** Washington's workforce achieves a family-wage standard of living from earned income.
- **Productivity:** Washington's workforce is productive.
- **Reduced Poverty:** Washington's workforce lives above poverty.
- **Customer Satisfaction:** Workforce development participants and their employers are satisfied with workforce development services and results.
- **Return on Investment:** Workforce development programs provide returns that exceed program costs.

Measuring Our Progress (cont.)

Numerical indicators, when measured and charted over time, paint a descriptive picture of how well the state's workforce development system is doing to meet the needs of employers and workers.

By most of the following key indicators, Washington's workforce continues to make progress despite the current recession.

Employment

Goal: Washington's workforce finds employment opportunities.

Key Indicators

The number of jobs in Washington's economy has declined during the current recession. There were 2.7 million nonagriculture jobs in Washington State in 2009.

JOBS CREATED ANNUALLY

-40,100

32

PARTICIPANTS
AFTER

100

80

60

40

1996

1998

2000

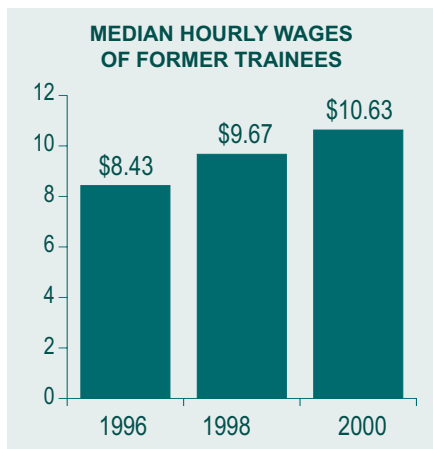
The large majority of workforce development program participants said they were employed seven to nine months after leaving their training program.

Earnings

Goal: Washington's workforce achieves a family-wage standard of living from earned income.

Key Indicators

The mean hourly wages of all Washington workers are about the same (in 2001 dollars).



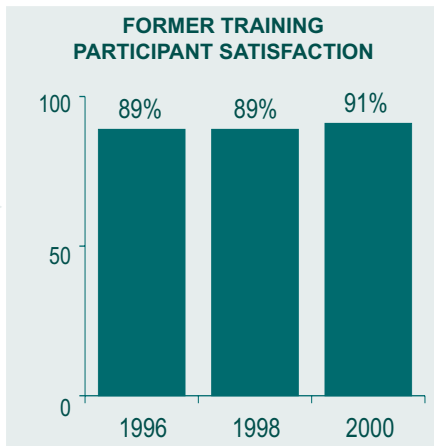
The median hourly wage of workforce development program participants seven to nine months after leaving their program is increasing (in 2001 dollars).

Customer Satisfaction

Goal: Workforce development participants and their employers are satisfied with workforce development services and results.

Key Indicators

The percentage of former workforce training participants satisfied with the services they received remains very high.



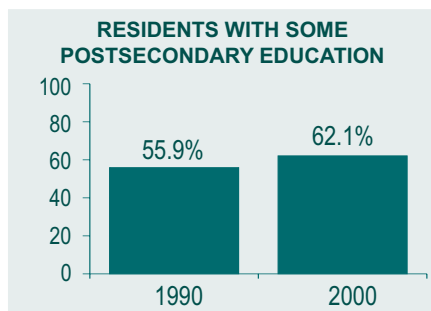
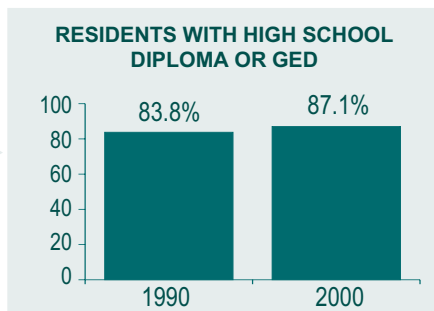
*An increasing percentage of Washington employers are satisfied with the overall quality of new employees that participated in workforce training programs.
(Note: The survey tool changed in 2001.)*

Competencies

Goal: Washington's workforce possesses the skills and abilities required in the workplace.

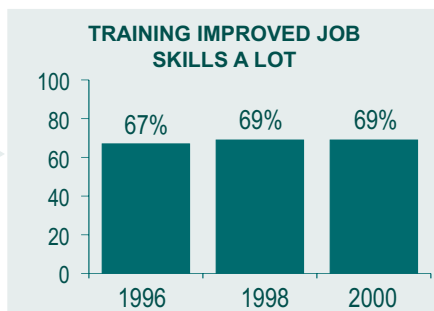
Key Indicators

An increasing percentage of Washington residents aged 25 years and older has a high school diploma or GED.



An increasing percentage of Washington residents aged 25 years and older has some postsecondary education.

Workforce program participants report training improved their job-specific skills a lot.



Productivity

Goal: Washington's workforce is productive.

Key Indicator

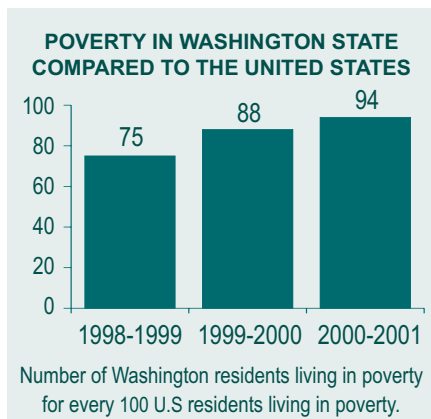
Washington employers receive an increasing amount of income per worker (in 2001 dollars).



Poverty

Goal: Washington's workforce lives above the poverty line.

Key Indicator



Fewer Washington residents live below the federal poverty line than in the United States as a whole.

Return on Investment

Goal: Workforce development programs provide returns that exceed costs.

Key Indicator

During the first five years after participation, individuals in publicly funded workforce development programs earned \$4.10 for every \$1 in public money spent.



Workforce Training and Education Coordinating Board

The Workforce Training and Education Coordinating Board is Washington State's valued and trusted source of leadership for the workforce development system.

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The Workforce Training and Education Coordinating Board does not discriminate or deny services on the basis of race, color, national origin, sex, age, religion, or disability.

This publication is available in alternative format upon request.



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